Creating a Speed Dial

1. Select the **Speed Dials** tab in the Call History area.
2. Select a Speed Dial group.
3. Right-click in the selected Speed Dial group window. Select **New** > **Speed Dial Group Member**.
4. Enter a Name and telephone number for the speed dial.
5. Select the type of speed dial – Internal or External.
6. Select the default number to be dialled.
7. Click **OK**.

Using a Speed Dial

- Double-click the speed dial.

Internal Speed Dial Icons

The user/extension is configured for Instant Messaging.

The user/extension is busy.

The user/extension has Do Not Disturb set.

The user/extension has Divert set.

The user/extension has a Voicemail message.

Default Function keys

The listing shows the default operation of the function keys. All the function keys can be changed in the Shortcut configuration form.

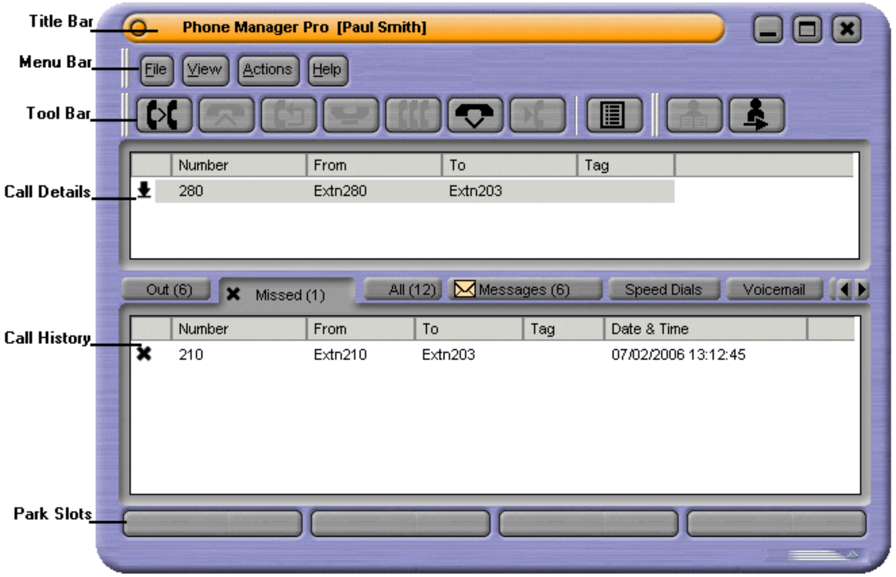
Key	Function	Function in Agent Mode	Function Changed to:
F1	Call	Account Code	
F2	Transfer	Transfer	
F3	Account Code	Call	
F4	Hold Call	Hold Call	
F5	Record Call	Record Call	
F6	Absent Status	Absent Status	
F9	Park / Unpark	Park / Unpark	
F10	Park / Unpark	Park / Unpark	
F11	Park / Unpark	Park / Unpark	
F12	Park / Unpark	Park / Unpark	
ENTER	Answer a call	Answer a Call	
ESC	Clear	Clear	
END	Hangup a call	Hangup a call	

Further information about Avaya IP Office is available from www.avaya.com/support and also from http://www.avaya.com/ipoffice/knowledgebase.

Reference: 15-601134. Issue 1 18th May 2006

AVAYA IP Office Phone Manager Quick Reference Guide

This guide covers the basic functionality of your IP Office Phone Manager. For more information on the settings and features, see the IP Office Phone Manager User Guide. The diagram below shows the main features:



Number	From	To	Tag
280	Extn280	Extn203	

Number	From	To	Tag	Date & Time
210	Extn210	Extn203		07/02/2006 13:12:45

Answering Incoming Calls

Do one of the following:

- Pick up the handset.
- Click ☎ (Only available if you are configured for Off Hook Operation).
- Press **Enter** on your keyboard. (Only available if you are configured for Off Hook Operation).
- Click **Actions** > **Answer**. (Only available if you are configured for Off Hook Operation).

Making a Call

- Click ☎ and use the Call Screen.
- Press **F1** and use the Call Screen.
- Double-click a specific speed dial icon.
- Use the Phone Dialer panel in the Speed Dial tab. Do not enter spaces when you enter the telephone number. For example, 12345678 not 123 45678.

Ending a Call

- Click ☎ or replace the handset.

Collecting your Voicemail

1. Click the **Messages** tab in the Call History Pane.
2. Double-click the Voicemail box. If your telephone is on-hook it will ring once.
3. Pick up the telephone handset and listen to your messages.
   If your telephone is in the Off-Hook state are immediately connected to your voicemail.

Holding a Call

- To place a call on hold, click or press **F4**.
- To retrieve a held call, click the call in the Call Details area.

Parking a Call

- Click a vacant Park Slot button to park the call.
- To unpark the call, click the Park button displaying the parked call.

Transferring a Call - Supervised

1. With the call active, click or press **F2**. The Transfer screen opens.
2. Enter the number that you want to transfer the call to.
3. Click **Transfer** or press **Enter** on your keyboard. The original call is put on hold. Once the call has been answered you can talk with the transfer target.
4. To transfer the call click . Alternatively, replace the handset.

Transfer a Call - Unsupervised

1. With the call active, click or press **F2**. The Transfer screen opens.
2. Enter the number that you want to transfer the call.
3. Click **Blind Transfer** before the call is answered and replace your handset.

Assigning an Account Code to a Call in Progress

1. Select **Account Code** > **Functions** or press **F3**.
2. Enter the appropriate account code.

Creating a Directory Entry

1. Click **File** > **Directory**.
2. Click **New**.
3. Enter the telephone number and name of the directory entry.
4. Click **OK**.
5. Click **Close**.

Setting your Absent Status

The information you select is displayed when an internal call is made to your extension.

1. Click **Actions** > **Absent**.
2. Select an Absent Message.
3. Enter the Absent text.
4. Click **OK**.

Conferencing

1. Make an outgoing call or answer an incoming call.
2. Click to place the call on hold.
3. Place a call to a third party or answer another incoming call.
4. Click to place the call on hold. Repeat steps 3 and 4 until all members who are to join the conference are on hold.
5. Click . The conference tab appears in the Call History area. All parties are connected together.

Creating a Conference using the Speed Dials

1. Make an outgoing call or answer an incoming call.
2. Select the Speed Dial user that you want to create a conference with.
3. Drag the Speed Dial to the Call Status area.
4. The conference tab appears in the Call History area. All parties are connected together.

To add a caller to a conference:

1. When in a conference click to put the conference on hold.
2. Make a call to the person who you want to include in the conference.
3. When the call is answered, click to place the caller on hold.
4. Click to re-join the conference and add the new person to the conference call.

To remove a member from a conference:

1. Click Conference tab in the Call History area.
2. Right-click the conference member.
3. Select Hang-up.

Setting your Preferences

This is a quick reference section about how you can handle calls by setting your personal preferences. The options listed are just some of the most popular changes made. Some Phone Manager users will not be able to change their preferences. For more information see the section on Configuring Phone Manager in the Phone Manager User Guide

Take Calls at a Different Extension

1. Click > **Forwarding**.
2. Click **Follow Me To Number**.
3. In the Follow Me to Number field enter the required extension number.
4. Click **OK**. The title bar of Phone Manager indicates that Follow To has been set.

Setting Do Not Disturb

1. Click > **Do Not Disturb**.
2. Click the **Do Not Disturb** option.
3. Click **OK**. The title bar of Phone Manager indicates that DND is set.

Turning Voicemail On or Off

1. Click > **Voicemail**.
2. Click the Voicemail option.
3. Click **OK**.